



2020 Electronic Visit Verification (EVV) Alerts

The following EVV alerts may include resources that are no longer available.

The date at the beginning of the title is the date the alert was published.

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1/10/20: TMHP Selects Two EVV Vendors

Texas Medicaid & Healthcare Partnership has selected two Electronic Visit Verification vendors for Texas Health and Human Services

Commission. They are DataLogic Software Inc. and First Data Government Solutions. [For more information, read the full article on TMHP.com.](#)

1/23/20: EVV Vendor Demonstration Webinars and Roadshows

EVV vendor webinars and roadshows have been scheduled to demonstrate the EVV vendor systems: DataLogic Software, Inc., and First Data Government Solutions. The EVV vendor demonstration will cover:

- Overall system functionality
- Clock in and clock out methods
- Performing visit maintenance
- Reporting capabilities

The webinars and roadshows will also include question and answer sessions.

[For registration information, see the full article on TMHP.com.](#)

For questions about EVV vendors, email evv@TMHP.com.

1/29/20: EVV Tool Kit Modules 16 and 17: EVV Vendor Selection and Vendor Transfer

Texas Medicaid & Healthcare Partnership [announced their selection of EVV vendors](#) on behalf of HHSC. Additionally, two new EVV Tool Kit modules have been posted to the HHSC EVV Training webpage:

Module 16: Cures Act EVV Expansion - EVV Vendor Selection and Onboarding

- Applies to program providers and FMSAs not currently required to use EVV but by Jan. 1, 2021 will be required to use EVV per the 21st Century Cures Act.
- **By April 1, 2020**, Cures Act program providers and FMSAs must select an EVV vendor and begin the onboarding process or elect to use an EVV proprietary system.
- If an EVV vendor system or an EVV proprietary system is not selected **by April 1, 2020** then an EVV vendor will be assigned by HHSC.

Module 17: EVV Vendor Transfer Policy and Process

- Applies to existing program providers and FMSAs currently required to use EVV per state law.
- Existing program providers and FMSAs using DataLogic's Vesta EVV system may choose to transfer to First Data's AuthentiCare EVV system; or choose to use an EVV proprietary system.

Resources

- [HHSC EVV Cures Act webpage](#)
- [HHSC EVV Proprietary Systems webpage](#)
- [HHSC EVV Training webpage](#)

Questions

- For EVV vendor questions, email EVV@TMHP.com or contact the EVV vendor directly.

For EVV policy questions, email Electronic_Visit_Verification@hhsc.state.tx.us or contact your payer.

2/18/20: Due April 1: Select an EVV Vendor System or EVV Proprietary System

If you're a program provider or financial management services agency subject to 21st Century Cures Act Electronic Visit Verification requirements you must select an EVV system by April 1. To select an EVV system:

1. Choose to use an EVV vendor system or your own EVV proprietary system.
2. Submit the appropriate form to begin the onboarding process.

Program providers and FMSAs affected by the Cures Act who don't select an EVV Vendor or choose to use an EVV proprietary system by April 1, will have an EVV vendor assigned by Texas Health and Human Services Commission.

How to Confirm if You are Subject to Cures Act EVV Requirements

Program providers and FMSAs can confirm if they are subject to the Cures Act EVV requirements on pages 1-2 of the [Programs, Services and Service Delivery Options Required to Use EVV \(PDF\)](#) document.

How to Select an EVV Vendor System

Approved EVV vendor systems are available at no cost to program providers and FMSAs.

1. Review [Module 16 of the EVV Tool Kit \(PDF\)](#) for an overview of the vendor selection and onboarding process.
2. Visit the [TMHP EVV Vendors webpage](#) for more details about each vendor and their systems. Attend [EVV vendor demonstration roadshows and webinars \(PDF\)](#) in February and March.
3. Select your vendor and submit the EVV Provider Onboarding Form. You can find the form on the vendor's websites.

Electing to Use Your Own EVV Proprietary System

Program providers and FMSAs who want to develop or purchase their own EVV system must:

1. Visit the [TMHP EVV Proprietary Systems webpage](#) to review all requirements for using an EVV proprietary system and the onboarding process.
2. Submit the EVV Proprietary System Request Form to TMHP. You can find the form on the TMHP EVV Proprietary Systems webpage.

Additional Information

Throughout the year HHSC is implementing the 21st Century Cures Act EVV requirement for all Medicaid personal care services. This implementation is known as the Cures Act EVV Expansion. By Jan. 1, 2021, all Medicaid personal care services will require EVV for claims reimbursement.

The [HHSC Cures Act webpage](#) is being updated to give more detail about the Cures Act EVV Expansion and the necessary steps for meeting the Jan. 1, 2021 timeline. Stakeholders are [notified through GovDelivery](#) when the HHSC Cures Act webpage is updated.

For questions about this announcement, email Electronic_Visit_Verification@hhsc.state.tx.us.

3/4/20: Cures Act EVV: Proprietary System Updates and March 23-26 Training

Texas Health and Human Services Commission and Texas Medicaid & Healthcare Partnership are hosting EVV policy and EVV Portal training sessions. This training information is for [program providers and financial management services agencies](#) required to use electronic visit verification by Jan. 1, 2021.

March 23-26

Austin, Tx.

To register for the [EVV Training – New Program Providers and FMSAs](#) visit the HHS Learning Portal.

The training session is for:

- FMSAs affected by the Cures Act
- Program providers affected by the Cures Act in the following programs:
 - Deaf-Blind with Multiple Disabilities
 - Home and Community-Based Services-Adult Mental Health
 - Home and Community-based Services
 - Texas Home Living
 - Youth Empowerment Services Waiver

New EVV Proprietary System Onboarding Documents Available

TMHP has posted new information about the EVV proprietary system onboarding process on the [TMHP EVV Proprietary Systems webpage](#).

The documents located in the Onboarding section provide an overview of the approval process that a program provider or FMSA must complete before using their own EVV proprietary system. For more information, refer to the [article on the TMHP EVV website \(PDF\)](#).

Resources

- Contact: Electronic_Visit_Verification@hsc.state.tx.us

Website: [HHSC EVV Cures Act](#)

3/4/20: Existing EVV Users: March 12-13 Training, Proprietary Systems, and Policy Updates

Texas Health and Human Services Commission and Texas Medicaid & Healthcare Partnership are hosting Electronic Visit Verification policy and EVV Portal training sessions. This information is for program providers required to use Electronic Visit Verification.

March 12-13

Austin, TX

This training session will provide:

- On site EVV vendors from the state vendor pool
- Q&A session with HHSC, TMHP, EVV vendors, and managed care organizations

See [EVV Training – Current Program Providers Only](#) on the HHS Learning Portal for details and registration.

New EVV Proprietary System Onboarding Documents Available

See the [TMHP EVV Proprietary Systems webpage](#) for new information about the EVV proprietary system onboarding process.

The documents, located in the Onboarding section, provide an overview of the approval process that a program provider or FMSA must complete before using their own EVV proprietary system. Refer to the [article on the TMHP EVV website \(PDF\)](#) for more information.

EVV Policy Updates

The following revised and new EVV policies are posted under the [Policy section of the HHSC EVV website](#):

- The revised [HHSC EVV Vendor Transfer Policy \(PDF\)](#) allows program providers and FMSAs to request a transfer to a different EVV vendor system or their own EVV proprietary system.
- The new [HHSC EVV Last Visit Maintenance Date Policy \(PDF\)](#) lists the EVV visit transaction data elements that will change the Last Visit Maintenance Date in the EVV system when performing visit maintenance.
- The new [HHSC EVV Proprietary Systems Policy \(PDF\)](#) explains a program providers or FMSAs selection and use of a proprietary system instead of selecting an EVV vendor system.

Resources

- Contact: Electronic_Visit_Verification@hhsc.state.tx.us
- Website: [HHSC EVV](#)

3/6/20: Cures Act EVV: Due April 1 - Select an EVV System and Begin the Onboarding Process

This information is for [Cures Act program providers and financial management services agencies](#) who are required to use Electronic Visit Verification by Jan. 1, 2021.

By April 1, program providers and FMSAs must:

1. Select an EVV vendor system or elect to use their EVV proprietary system; and
2. Submit the appropriate form to begin the onboarding process. The onboarding process does not have to be completed by April 1.

[Click here for instructions on how to select an EVV system and begin the onboarding process \(PDF\).](#)

Program providers and FMSAs who do not select an EVV system and begin the onboarding process by April 1 will have an EVV vendor system assigned by HHSC.

Resources

- Contact: Electronic_Visit_Verification@hhsc.state.tx.us
- Website: [HHSC EVV Cures Act](#)

3/17/20: Cures Act EVV: Cancellation of March 23-26 Training in Austin

HHSC has cancelled the March 23-26 Electronic Visit Verification instructor-led training in Austin. This training was for [Cures Act program providers and FMSAs \(PDF\)](#) required to use EVV by Jan. 1, 2021.

The health and safety of training participants, instructors, and staff is a high priority. HHSC will announce additional EVV training options and alternatives soon.

Resources

- Contact: Electronic_Visit_Verification@hhsc.state.tx.us
- Website: [HHSC EVV](#)

3/20/20: Existing EVV Users: Temporary Policies for COVID-19

HHSC is issuing [temporary EVV policies in response to COVID-19](#). The temporary policies are effective March 21, 2020 through April 30, 2020.

HHSC will provide further guidance, as needed.

This information is for program providers currently required to use Electronic Visit Verification.

Resources

- [Email EVV for more information](#)
- [Visit the EVV website](#)

3/20/20: Cures Act EVV: New May 1 Deadline to Select an EVV System and Begin the Onboarding Process

Due to the impacts of coronavirus, HHSC is extending the deadline to May 1 to select an EVV system and begin the onboarding process. The original deadline was April 1.

HHSC will continue to monitor the impacts of COVID-19 as it relates to EVV and may provide further guidance.

This information is for [Cures Act program providers and FMSAs \(PDF\)](#) required to use Electronic Visit Verification by Jan. 1, 2021.

Next Steps

By May 1, program providers and FMSAs must:

1. Select an EVV vendor system or elect to use their EVV proprietary system.
2. Submit the appropriate form to begin the onboarding process. The onboarding process does not have to be completed by May 1.

[Click here for instructions on how to select an EVV system and begin the onboarding process \(PDF\).](#)

Program providers and FMSAs who do not select an EVV system and begin the onboarding process by May 1 will have an EVV vendor system assigned by HHSC.

Resources

- Contact: Electronic_Visit_Verification@hhsc.state.tx.us
- Website: [HHSC EVV Cures Act](#)

4/23/20: Existing EVV Users: Temporary Policies for COVID-19 Extended

HHSC is extending the [temporary EVV policies in response to COVID-19](#). The temporary policies are now effective March 21, 2020 through May 31, 2020.

HHSC will provide further guidance, as needed.

This information is for program providers currently required to use Electronic Visit Verification.

For more information, [visit the EVV website](#) or [email EVV at Electronic_Visit_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us).

5/5/20: Cures Act EVV: Live Training Webinars in May and June

In May and June, the Texas Health and Human Services Commission and Texas Medicaid & Healthcare Partnership will hold live Electronic Visit Verification policy and EVV Portal training. This is for Cures Act program providers and FMSAs required to use Electronic Visit Verification by Jan. 1, 2021 in the following programs:

- Deaf Blind with Multiple Disabilities
- Community Living Assistance and Support Services

- **Note:** This training is for **new** CLASS program providers who have never used EVV. CLASS program providers who need to complete annual EVV training should attend the webinar for [existing program providers in June \(PDF\)](#).
- Youth Empowerment Services Waiver
- Home and Community Based Services – Adult Mental Health
- FMSAs
 - Consumer Directed Services employers (optional)
- Home and Community-Based Services
- Texas Home Living

Program providers and FMSAs affected by the Cures Act EVV expansion must complete EVV policy and EVV Portal training before Dec. 1, 2020, and then annually. See the [EVV Required Training Checklist \(PDF\)](#) for more information.

To meet the training requirement, program providers and FMSAs attending these webinars must:

1. Register for Session 1.
2. Register for Session 2.
3. Attend both sessions from start to finish.

To register, click the links below:

DBMD/CLASS

- [Session 1 – May 19, 2020 – 8:30 a.m. to 12:30 p.m.](#)
- [Session 2 – May 20, 2020 – 8:30 a.m. to 12:30 p.m.](#)

YES Waiver/HCBS-AMH

- [Session 1 – May 26, 2020 – 8:30 a.m. to 12:30 p.m.](#)
- [Session 2 – May 27, 2020 – 8:30 a.m. to 12:30 p.m.](#)

FMSAs

- [Session 1 – June 2, 2020 – 8:30 a.m. to 12:30 p.m.](#)
- [Session 2 – June 3, 2020 – 8:30 a.m. to 12:30 p.m.](#)

HCS/TxHmL

- [Session 1 – June 9, 2020 – 8:30 am to 12:30 pm](#)
- [Session 2 – June 10, 2020 – 8:30 am to 12:30 pm](#)

Additional Training Opportunities

Program providers and FMSAs can also meet training requirements by completing computer-based training online in the [HHSC Learning Portal](#) and [TMHP Learning Management System](#). HHSC and TMHP are planning additional live training events this fall and will provide more information when available.

[Email TMHP for questions about registration or the EVV Portal.](#)

[Email questions about EVV training requirements.](#)

[For more Cures Act information, visit the HHS EVV Cures Act webpage.](#)

5/7/20: Existing EVV Users: Live Training Webinars in June

In June the Texas Health and Human Services Commission and Texas Medicaid & Healthcare Partnership will hold live EVV policy and EVV Portal training webinars for [program providers currently required to use Electronic Visit Verification \(PDF\)](#).

Program providers must complete EVV policy and EVV Portal training annually. [See the EVV Required Training Checklist \(PDF\)](#) for more information.

To meet the annual training requirement, program providers must:

1. Register for **one** of the sessions below.
2. Attend the session from start to finish.

Session 1

Date: June 16

Time: 8:30 a.m. – 12:30 p.m.

[Register for the Session 1 webinar.](#)

Session 2

Date: June 17

Time: 8:30 a.m. – 12:30 p.m.

[Register for the Session 2 webinar.](#)

Additional Training Opportunities

Program providers and FMSAs can also meet training requirements by completing computer-based training online in the [HHSC Learning Portal](#) and [TMHP Learning Management System](#). HHSC and TMHP are planning additional live training events this fall and will provide more information when available.

Email TMHP at evv@tmhp.com for registration or EVV Portal questions.

Email HHSC at electronic_visit_verification@hhsc.state.tx.us for EVV training requirement questions.

[Visit the EVV website](#) for more information.

5/7/20: EVV Proprietary Systems: New Approval Process Coming Soon

Effective May 6, 2020 and until further notice, Texas Medicaid & Healthcare Partnership will not accept additional EVV Proprietary System Request Forms. This is in response to higher than expected demand and to ensure a successful implementation of the federal Cures Act EVV requirement by Jan. 1, 2021.

This information is for program providers and financial management services agencies interested in using an Electronic Visit Verification proprietary system. Program providers and FMSAs currently using an EVV vendor (First Data/AuthentiCare and DataLogic/Vesta) are not affected.

A new process to manage the large number of applications will be announced this fall or sooner.

Next Steps

Program providers and FMSAs still interested in using a proprietary system should monitor the HHSC EVV Proprietary Systems webpage for updates on the new process and visit the TMHP EVV Proprietary Systems webpage to review technical documentations.

Program Providers and FMSAs Impacted by the Cures Act:

- If you did not select an EVV proprietary system or EVV vendor system by the May 1 deadline, you will be assigned an EVV vendor. TMHP will [notify you](#) of your assigned EVV vendor and next steps.
- If you chose a proprietary system and submitted your form prior to May 1, you must complete the system readiness review, receive HHSC approval, and implement the proprietary system no later than Oct. 30.

Resources

- [HHSC EVV Proprietary Systems webpage](#)
- [TMHP EVV Proprietary Systems webpage](#)
- Email questions to evv@tmhp.com

5/22/20: Cures Act EVV: The EVV Practice Period Begins July 1

[Cures Act program providers and financial management services agencies \(PDF\)](#)

required to use Electronic Visit Verification by Jan. 1, 2021 will have a practice period from July 1 – Nov. 30. Providers will be able to use the EVV system, EVV Portal, and EVV claims matching. Consumer directed services employers can practice using the EVV system.

During the practice period EVV claims will not be denied for an EVV claims mismatch. [Read more about the EVV practice period \(PDF\)](#).

[Contact EVV with your questions.](#)

[Visit the HHS EVV Cures Act webpage for more Cures Act information.](#)

5/27/20: Existing EVV Users: Temporary Policies for COVID-19 Extended to June 30, 2020

HHSC is extending the [temporary EVV policies in response to COVID-19](#). The temporary policies are now effective March 21, 2020 through June 30, 2020. HHSC will provide further guidance, as needed.

This information is for program providers currently required to use Electronic Visit Verification.

For more information, [visit the EVV website](#) or [email EVV at Electronic_Visit_Verification@hhsc.state.tx.us](#).

6/3/20: Cures Act EVV: Updated Timeline for Cures Act EVV Expansion

The updated timeline for expanding the Cures Act EVV requirement to all Medicaid personal care services is now available on the [HHS Cures Act EVV website](#). The timeline includes new information and resources about the EVV Practice Period beginning July 1, completing training requirements, and more.

This information is for [Cures Act program providers and FMSAs](#) required to use Electronic Visit Verification by Jan. 1, 2021.

[For questions, contact EVV.](#)

6/15/20: Updated EVV Service Bill Codes Table and Cures Act EVV Practice Period

The EVV Service Bill Codes Table is updated effective June 15. The table is on the [HHS EVV website in the section Service Bill Codes Table](#). See the revision history in the document for a complete list of the changes.

Program providers and FMSAs can refer to the table for the list of EVV-relevant services and bill code information to avoid EVV visit transaction rejections and EVV claim mismatches.

Cures Act EVV Practice Period

Cures Act program providers and FMSAs can also refer to the EVV Service Bill Codes Table for the list of services that will require EVV beginning Dec. 1. They are included in the EVV Practice Period from July 1 – Nov. 30.

The practice period allows Cures Act program providers and FMSAs to practice using the EVV system, EVV Portal, submitting EVV claims, and claims matching. During the practice period, claims for services that are part of the Cures Act EVV expansion will receive an informational EVV claims match and will not be denied for a mismatch. [See the May 22 TMHP article for more information about the practice period \(PDF\).](#)

[Contact EVV for questions.](#)

[Visit the HHS EVV Cures Act webpage for more Cures Act information.](#)

7/1/20: EVV Portal and Training Updates Available June 29

On June 29, Texas Medicaid & Healthcare Partnership made improvements to the Electronic Visit Verification Portal, posted a new demonstration of the changes, and updated the related training materials. [For more information, read the EVV Portal Improvements and Training Updates Available \(PDF\).](#)

For questions, [contact TMHP.](#)

7/2/20: Existing EVV Users: Temporary Policies for COVID-19 Extended to July 31, 2020

HHSC is extending the [temporary EVV policies in response to COVID-19 \(PDF\)](#). The temporary policies are now effective March 21 through July 31, 2020.

Note: The temporary EVV Claims Matching policy is extended through July 31, 2020, unless federal approval for these flexibilities ends sooner.

The temporary EVV Claims Matching policy has also been revised to include information about the June 29 EVV Portal updates. Program providers can now refer to the new Informational Match Result field in the EVV Portal to see the actual result of the claims matching process when receiving an EVV07 in the Claims Match Result field. See the [June 29 TMHP EVV Portal Updates \(PDF\)](#) for more information.

HHSC will provide further guidance, as needed.

This information is for program providers currently required to use Electronic Visit Verification.

[Contact EVV for questions.](#)

[Visit the EVV website for more information.](#)

8/3/20: Aetna and Amerigroup Issuing New Authorizations for the STAR Kids Program in the Dallas SDA

Children's Medical Center Health Plan will be exiting the STAR Kids program in the Dallas service delivery area in September 2020. This area includes Collin, Dallas, Ennis, Hunt, Kaufman, Navarro and Rockwall counties.

Aetna and Amerigroup will issue new authorizations on Aug. 16, 2020 for program providers required to use Electronic Visit Verification in the Dallas SDA.

To avoid EVV visit transaction rejections at the EVV Aggregator and EVV claim mismatches and denials program providers **must**:

1. **Log-in to your MCO provider portal** to view new authorizations for your members.
2. **Log-in to the EVV system** and create a new authorization. Contact your EVV vendor if you need help adding authorizations into the EVV system.
 - **DataLogic/Vesta**
 - Phone: 844-880-2400
 - Email: info@vestaevv.com
 - **First Data/AuthentiCare:**
 - Phone: 877-829-2002
 - Email: AuthentiCareTXSupport@firstdata.com
3. **Log-in to the EVV Portal** to confirm that visits for these services are accepted at the EVV Aggregator before submitting a claim.
4. **Submit claims** using the new authorization to Texas Medicaid & Healthcare Partnership with dates of service on or after Sept. 1, for the claims matching process to occur. The claim will be forwarded to the appropriate MCO for final processing.

Contact your managed care organization (payer) for questions about this notice:

- **Aetna**
 - Phone: 844-787-5437
 - Email: evvmailbox@aetna.com

- **Amerigroup**

- Phone: 800-454-3730
- Email: TXEVVSupport@amerigroup.com

8/3/20: Existing EVV Users: Temporary Policies for COVID-19 Extended to Oct. 23, 2020

The [temporary EVV policies in response to COVID-19 \(PDF\)](#) have been extended through Oct. 23, 2020, unless the U.S. Secretary of Health and Human Services ends the public health emergency earlier. If the public health emergency ends earlier, HHSC will provide additional information.

The temporary EVV Claims Matching policy was revised to include information about the June 29 EVV Portal updates. Program providers can now refer to the Informational Match Result field in the EVV Portal to see the result of the claims matching process when receiving an EVV07 in the Claims Match Result field. See the [June 29 TMHP EVV Portal Updates \(PDF\)](#) for more information.

This information is for program providers currently required to use Electronic Visit Verification.

[Contact HHSC EVV for questions.](#)

[Visit the HHS EVV website for more information.](#)

8/5/20: Existing EVV Users: Compliance Oversight Reviews Grace Period Ends Aug. 31, 2020

The [EVV Compliance Oversight Reviews Policy \(PDF\)](#) gives providers currently required to use Electronic Visit Verification an EVV Usage and Misuse of EVV Reason Codes compliance grace period. The grace period is for visits with dates of service between Sept. 1, 2019 and Aug. 31, 2020.

EVV compliance oversight reviews will occur for visits captured in the EVV system with dates of service on and after Sept. 1, 2020 for the following:

- EVV Usage reviews will occur quarterly, based on the state fiscal year. The first review may begin on or after Jan. 29, 2021, for visits with dates of service between Sept. 1, 2020 and Nov. 30, 2020. This will allow 60 days to complete any required visit maintenance for a visit occurring on the last day of the previous quarter.
- Misuse of EVV Reason Codes will occur 60 days after the last day of a month selected for review. The first review may begin on or after Nov. 29, 2020, for visits with dates of service between Sept. 1, 2020 and Sept. 30, 2020.

See the [EVV Usage Policy \(PDF\)](#) and [Reason Code and Required Free Text Policy \(PDF\)](#) for more information, including the complete review schedule.

[Contact HHSC EVV for questions.](#)

[Visit the HHS EVV website for more information.](#)

8/7/20: New Date for Aetna to Issue Authorizations for STAR Kids Program in Dallas SDA

Children's Medical Center Health Plan will be exiting the STAR Kids program in the Dallas service delivery area in September 2020. This area includes Collin, Dallas, Ennis, Hunt, Kaufman, Navarro and Rockwall counties.

Program providers required to use Electronic Visit Verification in the Dallas SDA:

- Amerigroup will issue new authorizations on Aug. 16, 2020.
- Aetna will issue new authorizations by Aug. 20, 2020. The original issue date was Aug. 16, 2020 but has been updated to ensure compliance with privacy standards.

To avoid EVV visit transaction rejections at the EVV Aggregator and EVV claim mismatches and denials program providers **must**:

1. **Log-in to your MCO provider portal** to view new authorizations for your members.
2. **Log-in to the EVV system** and create a new authorization. Contact your EVV vendor if you need help adding authorizations into the EVV system.
 - **DataLogic/Vesta**
 - Phone: 844-880-2400
 - Email: info@vestaevv.com
 - **First Data/AuthentiCare:**
 - Phone: 877-829-2002
 - Email: AuthentiCareTXSupport@firstdata.com
3. **Log-in to the EVV Portal** to confirm that visits for these services are accepted at the EVV Aggregator before submitting a claim.
4. **Submit claims** using the new authorization to Texas Medicaid & Healthcare Partnership with dates of service on or after Sept. 1, for the claims matching process to occur. The claim will be forwarded to the appropriate MCO for final processing.

Contact your managed care organization (payer) for questions about this notice:

- **Aetna**
 - Phone: 844-787-5437
 - Email: evvmailbox@aetna.com
- **Amerigroup**
 - Phone: 800-454-3730
 - Email: TXEVVSupport@amerigroup.com

8/17/20: Cures Act EVV: Prepare to Submit CDS and SRO Managed Care EVV Claims to TMHP

Submit all managed care claims for EVV-relevant services delivered through the consumer directed services option or service responsibility option in the STAR Health, STAR Kids, STAR+PLUS, and STAR+PLUS Medicaid-Medicare Plan programs to Texas Medicaid & Healthcare Partnership by Oct. 1. This is for the EVV claims matching process to occur. This information is for Cures Act program providers and FMSAs required to use Electronic Visit Verification by Jan. 1, 2021.

- **Submit EVV claims with a date of service on or after Oct. 1 to TMHP. They will be denied or rejected if they are submitted directly to a managed care organization.**
- Refer to [How to Setup Managed Care EVV Claims Submission to TMHP](#) to prepare for submitting EVV claims to TMHP.
- The process of setting up claims submission can take up to three weeks to complete. Program providers and financial management services agencies should begin the process as soon as possible to be ready by Oct. 1.

EVV Practice Period

From July 1, through Nov. 30, program providers and FMSAs impacted by the Cures Act can practice using the EVV system, EVV Portal, and submitting EVV claims to TMHP for EVV claims matching.

- During the practice period, EVV claims for [services included in the Cures Act EVV expansion](#) will not be denied for a mismatch.
- Refer to the article titled [Cures Act EVV: The EVV Practice Period Begins July 1](#), posted on May 22, for more information about the practice period.

EVV Claim Denials for Mismatches Begin

Beginning Dec. 1:

- Capture all service visits for an EVV-required service in the EVV system.
- Claims that don't have a matching EVV visit transaction in the EVV Portal will be denied.

[Email TMHP for more questions.](#)

[Visit the HHS EVV Cures Act webpage for more Cures Act information.](#)

8/19/20: EVV New and Updated Policies Effective Aug. 1

HHSC has posted the following new and revised Electronic Visit Verification policies, effective Aug. 1. The information is on [the HHS EVV website](#) and is for program providers, financial management services agencies and consumer directed services employers.

New Policies

- [Data Collection Policy \(PDF\)](#)
 - The Data Collection Policy replaces the EVV Data Elements Policy. It requires an EVV system to verify critical data elements relating to the delivery of a Medicaid personal care service as required by Texas Government Code §531.024172.
- [Service Authorization Policy \(PDF\)](#)
 - Requires program providers and FMSAs to enter and maintain current service authorizations in the EVV system for each member receiving a service required to use EVV.

Revised Policies

- [EVV System Selection Policy \(PDF\)](#)
 - The System Selection Policy replaces the EVV Vendor Selection Policy. It now includes the EVV proprietary system option and updated requirements for selecting an EVV system.
- [EVV System Transfer Policy \(PDF\)](#)
 - The System Transfer Policy replaces the EVV Vendor Transfer Policy. It provides requirements for transferring from one EVV system to another.

- [Training Policy \(revised\)](#)
 - Requires program providers, FMSAs and CDS employers to complete EVV training prior to using an EVV system, and then annually.

Website Updates

The Forms section of the HHS EVV home page has been removed. The:

- Visit Maintenance Unlock Request has moved to the new EVV Visit Maintenance section to make it easier to locate.
- EVV Rights and Responsibilities for fee-for-service and managed care have moved to the new Rights and Responsibilities section.

[Email questions to HHSC EVV.](#)

9/3/20: EVV Portal Updates Available Aug. 28

On Aug. 28, Texas Medicaid & Healthcare Partnership made improvements to the Electronic Visit Verification Portal and TexMedConnect, posted a new demonstration of the EVV Portal changes, and made training material updates.

For more information, read the TMHP article [EVV Portal and TexMedConnect Improvements and Training Updates Available \(PDF\)](#).

For questions, email [TMHP](#).

9/11/20: Cures Act EVV: Practice Period Update and Important Dates

From July 1 to Nov. 30, the EVV practice period allows program providers, FMSAs, and CDS employers to practice the EVV process. During the practice period, claims for services included in the Cures Act EVV Expansion will not be denied for an EVV mismatch.

Practice Period Update

Approximately 1,000 program providers and FMSAs delivering or supporting services included in the Cures Act EVV Expansion can participate in the practice period. All numbers are approximate.

As of Sept. 1:

- **EVV Vendor Onboarding**

Of the 1,000 Cures Act program providers and FMSAs able to participate in the practice period:

- 50% have completed the onboarding process with their EVV vendor.
- 30% are currently in progress.
- 20% have not started.

- **EVV System Usage**

Of the 50% of Cures Act program providers and FMSAs identified above who have completed the onboarding process:

- 16% have used the EVV system to capture at least one visit when delivering services.

- **Managed Care EVV Claims Submission Setup to TMHP**

A total of 280 program providers and FMSAs must setup managed care EVV claims submission to TMHP by Oct. 1, for EVV claims matching.

- 47% have completed the setup process and are submitting EVV claims to TMHP.

- **EVV Claims Matching**

- 52% of claims have received an informational EVV claims match result of EVV01 during the practice period.
- The majority of the remaining 48% of claims did not match because the EVV system was not used to capture the visit when delivering services.

How to Participate in the Practice Period

- **1: Complete the onboarding process with your EVV vendor.** Contact your vendor or payer for more information. CDS employers should contact their FMSA (the person they submit their timesheets to) for more information.
- **2: Complete required EVV training.** See the [Cures Act EVV: Training Requirements Checklists \(PDF\)](#) for information about who must take training and the different ways to complete it.
- **3: Start practicing with the EVV system.** Attendants and CDS employees should start clocking in and clocking out of the system when delivering services to create visits in the system.
- **4: Start practicing with the EVV Portal.** Program providers and FMSAs will use the EVV Portal to confirm accepted EVV visit transactions before billing and review EVV claims matching results.

See TMHP's article [The EVV Practice Period Begins July 1 \(PDF\)](#) for more information.

Important Dates

- **Oct. 1:** All managed care EVV claims for dates of service on and after Oct. 1 must be submitted to TMHP and will be denied or rejected if submitted directly to an MCO.
 - **The setup process can take up to three weeks to complete.**
 - See the guide [How to Setup Managed Care EVV Claims Submission to TMHP \(PDF\)](#) for more information.
- **Dec. 1:** EVV claims matching with denials begins.
 - All EVV-required service visits must be captured in the EVV system.
 - Claims without a matching EVV visit transaction accepted into the EVV Portal will be denied for payment.

Resources

- [Programs, Services, and Service Delivery Options Required to Use EVV \(PDF\)](#)
- [Best Practices to Avoid EVV Claim Mismatches \(PDF\)](#)
- [HHS EVV 21st Century Cures Act webpage](#)

Questions

- EVV vendor onboarding: contact your vendor or payer
- Claims submission: [email TMHP](#)

EVV policy and training: [email HHSC EVV](#)

9/11/20: EVV Requirements for In-Home Day Habilitation in the HCS Program

HHSC is issuing this guidance from CMS to Home and Community-based Services program providers. It clarifies electronic visit verification requirements for in-home day habilitation.

All service events occurring on or after Dec. 1, 2020, for an EVV-required service, must be captured in the EVV system and accepted into the EVV Aggregator.

EVV is not required for In-Home Day Habilitation provided to someone in a:

- Three or four-person home
- Host home
- Companion care residential setting

EVV is **only** required for the following services:

- Community First Choice Personal Assistance Services/Habilitation
- In-Home Day Habilitation in own home or family home settings
- In-Home Respite in own home or family home settings

See [IL 20-07 Electronic Visit Verification in the HCS and TxHmL Program \(PDF\)](#) for information about EVV requirements.

Additional Guidance on Day Habilitation Services

Program providers billing claims for In-Home Day Habilitation services requiring EVV will continue to use the current claims procedure code, T2020. The [EVV Service Bill Codes Table](#) lists this code on the HHS EVV website.

HHSC is developing separate bill codes for Out-of-Home Day Habilitation and will provide guidance before implementing the new codes.

Email hcspolicy@hhsc.state.tx.us with questions.

9/15/20: Existing EVV Users: Best Practices for Temporary EVV Policies for COVID-19

The [Temporary EVV Policies for COVID-19 \(PDF\)](#) allow program providers required to use electronic visit verification:

- 180-calendar days from the date of the visit to complete visit maintenance.
- To submit a claim for an EVV-required service before completing visit maintenance.

HHSC recommends program providers follow the normal EVV claims submission process. To do this, confirm an EVV visit transaction is accepted in the EVV Portal before submitting the claim.

When not possible due to situations affected by COVID-19, program providers should refer to the [Best Practices for Temporary EVV Policies for COVID-19 \(PDF\)](#). This ensures an EVV visit transaction supporting the EVV claim is accepted in the EVV Portal and matches the claim within 180-calendar days from the date of the visit, or the claim may be recouped.

Contact your payer for questions or [email HHSC EVV](#).

[Visit the HHS EVV website for more information.](#)

9/21/20: EVV Visit Transaction Rejection Errors Guide Now Available

The [EVV Visit Transaction Rejection Guide \(PDF\)](#) is now available. The guide helps program providers and financial management services agencies take the steps to correct Electronic Visit Verification visit transaction rejections in the EVV system. The Texas Medicaid & Healthcare Partnership created the page.

The guide gives step-by-step instructions to identify and correct the issues that are causing the rejections. It is available on the [TMHP EVV Training](#) webpage.

[Email TMHP with questions.](#)

9/29/20: Comments on Proposed Rules for Electronic Visit Verification Due Oct. 19

Texas Health and Human Services Commission is accepting comments from stakeholders on the following proposed rules. The comment period ends Oct. 19.

- HHSC Social Services and Assistance Title 40, Part 15, Chapter 68 and Title 1, Part, 15, Chapter 354, Subchapter A, Division 11, Section 354.1177 repeal
- New HHSC Title 1, Chapter 354, Subchapter O, relating to Electronic Visit Verification.

The proposed rules are [posted in the Texas Register](#).

[Email comments to HHSC Electronic Visit Verification.](#)

10/1/20: Cures Act EVV: CDS and SRO Managed Care EVV Claims Must be Submitted to TMHP

Effective Oct. 1, 2020, all managed care claims for Electronic Visit Verification-relevant services that are delivered through the consumer directed services option or service responsibility option must be submitted to the Texas Medicaid & Healthcare Partnership for the EVV claims matching process to happen.

EVV claims that have a date of service on or after Oct. 1, 2020, and are submitted directly to a managed care organization will now be denied or rejected.

Get Set Up to Submit Claims

Program providers and financial management services agencies that haven't already set themselves up to submit claims to TMHP can refer to the [How to Setup Managed Care EVV Claims Submission to TMHP \(PDF\)](#) guide for instructions.

Important: EVV claims cannot be submitted to TMHP until the claims submission setup process is complete, which can take up to three weeks.

TMHP has also identified program providers and FMSAs that need to complete the setup process and will continue to perform outreach by phone to offer assistance.

Program providers and FMSAs that need help getting set up can also call the TMHP Electronic Data Interchange Help Desk directly at 888-863-3638, Option 4, or email evv@tmhp.com.

Previous Communications

TMHP and HHSC notified program providers and FMSAs that they were required to setup managed care EVV claims submission by the Oct. 1, 2020, deadline in the following communications:

- On May 22, 2020, TMHP published the "[Cures Act EVV: The EVV Practice Period Begins July 1](#)" article on the EVV page of the TMHP website.
- On May 28, 2020, HHSC published the "[Cures Act EVV: The EVV Practice Period Begins July 1](#)" article on the HHS EVV website and sent a GovDelivery notice on the same day.
- On Aug. 7, 2020, TMHP published the "[Cures Act EVV: Prepare to Submit CDS and SRO Managed Care EVV Claims to TMHP](#)" article on the EVV page of the TMHP website.
- On Aug. 14, 2020, HHSC published the "[Cures Act EVV: Prepare to Submit CDS and SRO Managed Care EVV Claims to TMHP](#)" article on the HHS EVV website and sent a GovDelivery notice on Aug. 17, 2020.
- On Aug. 17, 2020, TMHP published the "[Cures Act EVV: Prepare to Submit CDS and SRO Managed Care EVV Claims to TMHP](#)" article on the EVV page of the TMHP website.

Additional Resources

Program providers and FMSAs can also visit:

- [HHSC Cures Act EVV Webpage](#) for information about the practice period, including the claims matching process.
- [HHSC GovDelivery](#) site to sign up for EVV updates by email.

For questions, [email TMHP](#).

10/6/20: EVV Cures Act Training for FMSAs Oct. 13-14

HHSC and TMHP are hosting a two-day training session for financial management services agencies. In the training, attendees will learn about electronic visit verification policy and using the EVV Portal.

This webinar allows attendees to complete training requirements before EVV becomes mandatory on Dec. 1. There will also be a live question and answer session. You must register for, and attend both days within the course, to receive credit.

Initial EVV Policy Training for FMSAs: Day One

Tuesday, Oct. 13

8:30 a.m. - 12:30 p.m.

[Register for Day One.](#)

Initial EVV Policy and EVV Portal Training for FMSAs: Day Two

Wednesday, Oct. 14

8:30 a.m. - 12:30 p.m.

[Register for Day Two](#)

See the [EVV Guidance for FMSAs \(PDF\)](#) for more information about EVV requirements.

Additional Ways to Complete Training

FMSAs that can't attend the October webinar training can complete:

- EVV policy training requirements by completing the Initial EVV Policy Training Webinar for FMSAs in the [HHS Learning Portal](#). To access the webinar, log in or create an account and enroll in the EVV Policy Training – Webinar Recordings course.
- EVV Portal training requirements by taking the [TMHP Electronic Visit Verification \(EVV\) CBT](#) in the TMHP Learning Management System. You will need to log in or create an account on the LMS to enroll in training.

[Email HHSC EVV for questions.](#)

10/7/20: Cures Act EVV: CDS Employer EVV Training on Oct. 16

The EVV policy training is for consumer directed services employers. In the webinar they will learn more about their responsibilities for EVV and complete training requirements before EVV becomes mandatory on Dec. 1.

[See the Notice for CDS Employers \(PDF\)](#) for more information about EVV requirements.

CDS Employer EVV Training

Friday Oct. 16

1 – 5 p.m.

[Register for the webinar.](#)

CDS employers can contact their financial management services agency or [email HHSC EVV](#) for more information about EVV requirements.

10/9/20: EVV Revised Policies Effective Oct. 1

HHSC has revised the following electronic visit verification policies, effective Oct. 1. The information is for program providers and financial management services agencies. It is on the [Policy section of the HHS EVV webpage](#).

[Claims Matching Policy \(PDF\)](#)

The policy:

- Includes additional EVV claims match result codes
- Identifies exceptions to the claims matching process

[Claims Submission Policy \(PDF\)](#)

- The policy includes detailed information about the requirement to submit claims for EVV-required services to the appropriate HHSC claims management system.
- The EVV Billing Policy has been incorporated into the policy.

[Email HHSC EVV with your questions.](#)

10/9/20: Updated EVV Service Bill Codes Table Effective Oct. 1

The EVV Service Bill Codes Table is updated effective Oct. 1. The table is on the [HHS EVV webpage in the Service Bill Codes Table section](#). See:

- Below for the major updates
- The Revision History in the table for a complete list of the changes

Program providers and FMSAs can refer to the table for the list of EVV-relevant services and bill code information to avoid EVV visit transaction rejections and EVV claim mismatches.

Units Matching

The updated table shows that during the EVV claims matching process for dates of service on and after Oct. 1, billable units on the EVV visit transaction will be matched to billed units on the claim for:

- EVV-relevant services delivered through the service responsibility option in Managed Care and fee-for service Long-Term Care programs.
- Community First Choice Personal Assistance Services/Habilitation in the Community Living Assistance and Support Services program (Service Group 2, Service Code 10CFC T2026).

Home and Community-based Services and Texas Home Living Programs

- The table clarifies the [EVV Requirements for In-Home Day Habilitation in the HCS Program](#) when In-Home Day Habilitation and In-Home Respite services are provided in a member's own home or family home setting.
- The "Claims Place of Service" column in the "CARE LTC FFS" tab only includes place of service code 12 (Home Location) because EVV is only required to capture services that need an in-home visit.

[Email HHSC EVV for questions.](#)

10/13/20: Cures Act EVV: Training Oct. 27-28 and Nov. 17-18

HHSC and TMHP are hosting a EVV policy and EVV Portal training webinars for CLASS, DBMD, HCBS-AMH, HCS, TxHmL, and YES program providers.

The webinars allow attendees to complete training requirements before EVV becomes mandatory on Dec. 1. You must register for, and attend both days in October, **or** both days in November to receive credit.

Initial EVV Policy and EVV Portal Training Course

Oct. 27 and Oct. 28

8:30 a.m. – 12:30 p.m.

Register for Oct. 27, Day One

Register for Oct. 28, Day Two

Nov. 17 and Nov. 18

8:30 a.m. – 12:30 p.m.

Register for Nov. 17, Day One

Register for Nov. 18, Day Two

Additional Ways to Complete Training

Program providers that can't attend the October or November webinar training can complete:

- EVV policy training requirements by completing the Initial EVV Policy Training Webinar for their program in the [HHS Learning Portal](#). To access the webinar, log in or create an account and enroll in the EVV Policy Training – Webinar Recordings course.
- EVV Portal training requirements by taking the [TMHP Electronic Visit Verification \(EVV\) CBT](#) in the TMHP Learning Management System. You will need to log in or create an account on the LMS to enroll in training.

[Visit the HHS Cures Act EVV webpage](#) for more information about EVV requirements.

[Email HHSC EVV for questions.](#)

10/19/20: EVV Proprietary System Updates

Senate Bill 1991 introduced a proprietary system option for electronic visit verification. The bill requires the Texas Health and Human Services Commission reimburse a program provider for the use of an EVV proprietary system, if possible. It was passed during the 86th legislative session.

Reimbursement

HHSC is updating cost reports to allow program providers to report costs for developing and operating a proprietary system beginning in cost report year 2020. HHSC collects cost reports on a biennial schedule. HHSC will use the:

- 2019 and 2020 cost reports to calculate rates before the 88th legislative session for the fiscal year 2024-2025 Biennium.
- 2021 and 2022 cost reports to calculate rates before the 89th legislative session for the fiscal year 2026-2027 Biennium.

The HHSC Provider Finance Department reviews and considers these costs during its regular biennial fee reviews and legislative appropriation request process. Fiscal year 2024 is the soonest rates related to proprietary systems will be affected.

HHSC knows that some providers do not submit cost reports and will work on the feasibility to collect enough financial information and data to review rates. For instance, HHSC is currently contracting with a third-party vendor to review the financial management services agency rate method. The evaluation will include a cost survey for all FMSAs.

[Email HHSC Provider Finance with questions.](#)

2020 Implementation Update

Four program providers and FMSAs recently completed the Readiness Review and testing process. HHSC approved the use of their EVV proprietary systems beginning on Oct. 30, 2020.

FY 2021 EVV Proprietary System Readiness Review Sessions

During this fiscal year 2021, program providers and FMSAs that want to use an EVV proprietary system will have two opportunities to get HHSC-approval. HHSC will allow up to six program providers and FMSAs to register for each Readiness Review session. Registration for both sessions opens on Oct. 26, 2020.

Readiness Review Session 1

- Registration cutoff date: **Nov. 30, 2020**
- Planning meeting with registered providers and FMSAs: **Dec. 7, 2020**
- Connectivity Checkpoint with TMHP: **Jan. 19, 2021**
- Readiness Review begin date: **Feb. 1, 2021**
- System go-live date: **April 30, 2021**

Readiness Review Session 2

- Registration cutoff date: **Jan. 11, 2021**
- Planning meeting with registered providers and FMSAs: **Jan. 19, 2021**
- Connectivity Checkpoint with TMHP: **May 17, 2021**
- Readiness Review begin date: **May 31, 2021**
- System go-live date: **Aug. 27, 2021**

Complete the EVV Proprietary System Request Form and submit the form by [email to register](#). The form will be available on the TMHP EVV Proprietary Systems website before Oct. 23.

HHSC accepts program providers or FMSAs into a Readiness Review session on a first-come, first-served basis. This is determined by the date a complete and signed EVV Proprietary System Request Form is received. Program providers and FMSAs that submitted their completed and signed EVV Proprietary System Request Form before May 6, 2020, and who have not completed the Readiness Review, will receive first choice of these two sessions.

HHSC and TMHP will hold a planning meeting with the accepted program providers and FMSAs after the registration period ends for each session. The planning meeting will cover requirements for the onboarding process and prerequisites for entering the Readiness Review.

A program provider or FMSA must have a developed and compliant proprietary system which meets all HHSC requirements by the Readiness Review begin date for their chosen session. The HHSC requirements are listed in the Proprietary System Operator Onboarding Process document on the [TMHP EVV Proprietary Systems](#) website.

[Visit the HHS EVV Proprietary Systems webpage](#) for more information about the implementation of the proprietary system option in Texas.

[Email HHSC EVV with questions.](#)

10/26/20: Existing EVV Users: Temporary EVV Policies for COVID-19 Extended to Nov. 30

HHSC is extending the [temporary EVV policies in response to COVID-19 \(PDF\)](#) through Nov. 30. HHSC will provide further guidance, as needed.

This information is for program providers currently required to use Electronic Visit Verification.

[Contact HHSC EVV for questions.](#)

[Visit the HHS EVV website for more information.](#)

10/27/20: Annual EVV Training Webinar for Current EVV Users on Nov. 13

The webinar is for program providers currently required to use electronic visit verification by state law. Attending the webinar helps complete annual EVV policy and EVV Portal training requirements. There will also be a live question and answer session.

The registration link below lists the programs required to use EVV.

Annual EVV Training Webinar

Friday Nov. 13

8:30 a.m. - 12:30 p.m.

[Register for the webinar.](#)

Additional Ways to Complete Training

Program providers that can't attend the webinar training can complete the:

- [EVV policy training requirements in the HHS Learning Portal](#) by completing the Annual EVV Policy Training for Existing Program Providers – June 2020 Webinar.
- EVV Portal training requirements by [taking the TMHP Electronic Visit Verification \(EVV\) CBT](#) in the TMHP Learning Management System. You will need to log in or create an account on the LMS to enroll in training.

[Visit the HHS EVV Training webpage](#) for more information about training requirements.

[Email HHSC EVV for questions.](#)

11/2/20: EVV Portal Updates

On Oct. 29, Texas Medicaid & Healthcare Partnership made improvements to the Electronic Visit Verification Portal, posted a new demonstration of the September and October EVV Portal changes, and made training material updates.

For more information, read the TMHP article [EVV Portal Improvements and Training Updates](#).

For questions, email [TMHP](#).

11/4/20: Cures Act EVV Training Registration Reopened for Nov. 17-18 Webinars

HHSC is allowing an additional 300 program providers to register for the EVV Policy and EVV Portal training webinars for the CLASS, DBMD, HCBS-AMH, HCS, TxHmL, and YES programs on Nov. 17 and Nov. 18.

Program providers can attend the webinars and complete training requirements. You must register for and attend both days to receive credit.

Initial EVV Policy and EVV Portal Training Course

Nov. 17 and Nov. 18

8:30 a.m. – 12:30 p.m.

[Register for Nov. 17, Day One](#)

[Register for Nov. 18, Day Two](#)

Additional Ways to Complete Training

Program providers that can't attend the webinars can complete:

- EVV policy training requirements in the [HHS Learning Portal](#) by taking the EVV Policy Training – Webinar Recordings course. You must log in or create an account to enroll in the course.
- EVV Portal training requirements in the TMHP Learning Management System by taking the [TMHP Electronic Visit Verification \(EVV\) CBT](#). You must log in or create an account to enroll in the training.

[Visit the HHS Cures Act EVV webpage](#) for more information about EVV requirements.

[Email HHSC EVV for questions](#).

11/4/20: EVV Policy Updates Effective Nov. 1

HHSC has revised the Electronic Visit Verification - Electronic Verification Methods Policy in the [Policy section of the HHS EVV website](#). The policy:

- Applies to program providers, financial management services agencies, and consumer directed services employers.
- Incorporates the Mobile Application Policy, dated April 1, 2019 and the Allowable Phone Identification Policy, dated September 1, 2019.

- Allows a service attendant or CDS employee to use multiple clock in and clock out methods for a member.
- Provides information on how to document non-EVV relevant time associated with a visit.
- Includes CDS employer and FMSA functions.

[Email HHSC EVV with your questions.](#)

11/10/20: Cures Act EVV Practice Period Extended Through Dec. 31

This information is for [Cures Act program providers, FMSAs, and CDS employers](#) required to use Electronic Visit Verification by Jan. 1, 2021.

HHSC is extending the EVV practice period through Dec. 31, 2020. The original end date was Nov. 30, 2020. The extension allows more time for program providers, FMSAs, and CDS employers to:

- Complete onboarding with an EVV vendor.
- Complete EVV policy and EVV Portal training.
- Practice using the EVV system.

During the practice period claims will not be denied for an EVV mismatch.

Beginning Jan. 1, 2021:

- HHSC must comply with federal law and cannot delay the EVV requirement for all Medicaid personal care services.
- All service visits for an EVV-required service must be captured in the EVV system.
- Claims without a matching EVV visit transaction accepted into the EVV Portal will be denied for payment.

The EVV Service Bill Code Table has been updated on the [HHS EVV webpage](#) to reflect the new Jan. 1, 2021 EVV start date.

Visit the [HHS Cures Act EVV webpage](#) for more information about vendor onboarding, training, and the practice period.

[Email questions to HHSC EVV.](#)

11/17/20: EVV Policy Training for CDS Employers on Dec. 11

Consumer Directed Services employers can attend the Electronic Visit Verification training webinar on Dec. 11 and complete EVV policy training requirements before EVV becomes mandatory.

This webinar is for CDS employers who have not yet completed initial EVV policy training. Designated representatives and legally authorized representatives may also register and attend.

Initial EVV Policy Training Webinar for CDS Employers

Friday Dec. 11

9 a.m. – 11 a.m.

[Register for the webinar.](#)

Additional Ways to Complete Training

CDS employers that can't attend the webinar can complete EVV policy training requirements in the [HHS Learning Portal](#) by taking the recorded Initial EVV Policy Training Webinar for CDS Employers. You must log in or create an account to enroll in the course. Instructions are available in the [HHS Learning Portal Guide \(PDF\)](#).

Resources

- [Information Letter 20-33 \(PDF\)](#)
- [Cures Act EVV: Training Requirements Checklist \(PDF\)](#)
- [HHS Cures Act EVV webpage](#)
- [Email HHSC EVV with your questions.](#)

11/24/20: Existing EVV Users: Temporary EVV Policies for COVID-19 to End Dec. 31

HHSC is extending the [Temporary EVV Policies for COVID-19 \(PDF\)](#) through Dec. 31, 2020 for program providers currently required to use Electronic Visit Verification. HHSC will end the temporary policies after Dec. 31, 2020.

Program providers submitting EVV claims for dates of service on and after Jan. 1, 2021:

- Must ensure a matching EVV visit transaction is accepted in the EVV Portal before billing the claim, or the claim will be denied.
- Will no longer receive an EVV07 match code in the EVV Portal.
- Will no longer have 180 days to complete visit maintenance.

Reminder: [HHSC extended the practice period for the Cures Act Expansion](#). Claims for EVV services included in the Cures Act Expansion, will be denied without a matching EVV visit transaction for dates of service on and after Jan. 1, 2021.

Best Practices for Temporary EVV Policies for COVID-19

Program providers should continue to follow the [Best Practices for Temporary EVV Policies for COVID-19 \(PDF\)](#) to avoid recoupments for claims submitted between March 21, 2020 and Dec. 31, 2020.

Contact your payer for questions or [email HHSC EVV](#).

[Visit the HHS EVV webpage.](#)

12/7/20: DataLogic Vesta EVV System Outage

HHSC is aware of the issues impacting the Vesta Electronic Visit Verification system and is working with Texas Medicaid & Healthcare Partnership and DataLogic to resolve the issues as quickly as possible.

Vesta EVV system users can refer to the:

- [Vesta EVV website](#) for updates about the issues and temporary workarounds for using the system, including clock in/out methods.
- [TMHP EVV website](#) for updates about impacts to EVV claims submission and the EVV Portal.

HHSC will update Vesta EVV system users when the issues are resolved and will provide further guidance, as needed.

12/9/20: Update on DataLogic Vesta EVV System Outage for Dec. 9

DataLogic/Vesta EVV has restored key functionality to the toll-free Interactive Voice Response system that service attendants and CDS employees use to clock in and clock out when using a landline or alternative device.

Vesta users can:

- Continue to [check the Vesta EVV website](#) for more details about the IVR system and the most up-to-date information about the status of the outage.
- [Review the TMHP article DataLogic's Vesta EVV System Outage Impacts](#) for updates about the impact to claims submission and the EVV Portal.

HHSC continues to work with TMHP and DataLogic to resolve the issues impacting the Vesta EVV system.

HHSC Guidance

As a reminder, [Temporary EVV Policies for COVID-19 \(PDF\)](#) are in effect until Dec. 31, 2020. These temporary policies give program providers and FMSAs flexibility to address business impacts during this outage, such as:

- A claim can be paid without a matching EVV visit transaction in the EVV Portal because claims matching is currently disabled.
- Visit maintenance can be completed within 180 days from the date of the visit.

HHSC is assessing the full business impact of this outage and will provide guidance to assist program providers, FMSAs and CDS employers.

12/14/20: EVV Portal and Training Updates for December

On Dec. 10, Texas Medicaid & Healthcare Partnership made improvements to the Electronic Visit Verification Portal and updated the related training materials. For more information, read the TMHP article [EVV Portal Improvements and Training Updates](#). Email TMHP with questions about these updates.

12/18/20: CDS Employers Must Be Ready to Use EVV on Jan. 1, 2021

HHSC wants to ensure Consumer Directed Services employers are aware of Electronic Visit Verification requirements. Participation in EVV is mandatory starting Jan. 1, 2021.

FMSAs may provide a copy of the [EVV Requirements for CDS Employers \(PDF\)](#) letter to CDS employers who still need to complete Form 1722, Employers Selection for Electronic Visit Verification Responsibilities, or who still need to begin the EVV onboarding process. Providing a copy of the letter to CDS employers is not mandatory.

[Email EVV policy questions](#) and [CDS policy questions](#).

12/18/20: Cures Act EVV: Preparing for Jan. 1, 2021 Implementation

HHSC will require Electronic Visit Verification for all Medicaid personal care services beginning on Jan. 1, 2021. This requirement is mandated by the federal 21st Century Cures Act. If HHSC does not comply, Texas will lose federal funding for Medicaid services.

Beginning Jan. 1, 2021:

- Document all delivery visits for an EVV-required service in the EVV system. EVV-required services on the [Programs, Services, and Service Delivery Options Required to Use EVV \(PDF\)](#) document.
- An EVV-required service claim will be paid **only** if:
 1. The EVV visit transaction that supports the claim is accepted into the EVV Portal before claim submission.
 2. The claim receives an “EVV01 – EVV Match” result code in the EVV Portal after the claims matching process is performed.

Program providers and financial management services agencies must complete the following before Jan. 1, 2021, to avoid impacts to EVV claims payment:

- EVV system onboarding. This includes system setup and training.
 - If an EVV vendor system is selected from the state vendor pool, the EVV vendor provides the training. Refer to the [TMHP EVV Vendors](#) webpage for more information about EVV vendors and their contact information.
 - If an EVV proprietary system is selected, the program provider or FMSA handles system training.
- EVV training requirements outlined in the [Cures Act EVV: Training Requirements Checklists \(PDF\)](#).
- Document all visits for EVV-required services in the EVV system.

CDS employers must complete the following before Jan. 1, 2021, to avoid delays in payment to their CDS employees:

- [Form 1722, Employers Selection for Electronic Visit Verification Responsibilities](#). Submit the signed form to their FMSA, which is the company that helps with CDS employee payroll.
- EVV system onboarding. CDS employers can contact their FMSA to complete onboarding and schedule training.
- EVV training requirements outlined in the [Cures Act EVV: Training Requirements Checklists \(PDF\)](#).
- Employees must start documenting all visits for EVV-required services in the EVV system.

HHSC is providing the following support to program providers, FMSAs, and CDS employers. This is to reduce impacts to claims payment and payment to CDS employees as they adjust to the new EVV requirements.

- If a visit is not captured through an electronic verification method, enter the visit manually into the EVV system and confirm acceptance into the EVV Portal to avoid claim denials. Instructions for manually entering a visit are posted in the following locations:
 - DataLogic/Vesta EVV system.
 - First Data/AuthentiCare EVV system in the “Custom Links” section.
- HHSC has published [Best Practices to Avoid EVV Claim Mismatches \(PDF\)](#) to help program providers and FMSAs ensure a claim is not denied for reasons related to EVV.
- HHSC has issued the [90 Day Visit Maintenance Temporary Policy \(PDF\)](#), extending the time to complete visit maintenance for dates of service between Jan. 1, 2021 and March 31, 2021.
- An EVV compliance grace period will be applied for one year to all Cures Act EVV Expansion services with dates of service between Jan. 1, 2021 and Dec. 31, 2021 for the compliance measures listed in [EVV Compliance Oversight Reviews Policy \(PDF\)](#).

The EVV Contact Information Guides provide points of contact for EVV-related questions and issues:

- [CDS Employer EVV Contact Information Guide \(PDF\)](#)
- [Program Provider and FMSA Contact Information Guide \(PDF\)](#)

[Visit the HHS EVV website for more information.](#)

12/23/20: Dec. 23 Updates on DataLogic Vesta EVV System Outage

DataLogic, Texas Medicaid & Healthcare Partnership, and HHSC are developing technical assistance and guidance to help reduce administrative burden to Vesta users for EVV visits that occurred during the Vesta EVV system outage between Dec. 5, 2020 and Dec. 10, 2020.

HHSC recommends program providers, financial management services agencies, and consumer directed services employers continue to focus their efforts on visits in the Vesta EVV system occurring before Dec. 5, and after Dec. 10.

Vesta users can refer to:

- The [Vesta EVV website](#) for frequently asked questions and updates about the outage.
- The TMHP article [DataLogic's Vesta EVV System Outage Impacts](#) for updates about the impact to claims submission and the EVV Portal.

HHSC will continue to provide updates and additional guidance.

12/30/20: EVV Claims Matching Update for CLASS CFC PAS/HAB

On Jan. 1, 2021, Community Living Assistance and Support Services direct service agencies and financial management services agencies submitting claims for Community First Choice Personal Attendant Services/Habilitation services must ensure an Electronic Visit Verification visit transaction that supports the claim is accepted into the EVV Portal before the claim is submitted, or the claim will be denied.

As a reminder, [HHSC extended the EVV practice period through Dec. 31](#). During the practice period, claims for CFC PAS/HAB services receive informational-only claims matching results and are not denied for EVV.

DSAs and FMSAs can follow the [Best Practices to Avoid EVV Claim Mismatches \(PDF\)](#) to ensure a claim is entered correctly and not denied for EVV when the practice period ends.

[Email questions to HHSC EVV](#).

12/30/20: EVV Policy Update: 90 Day Visit Maintenance Temporary Policy

HHSC posted the [Electronic Visit Verification Temporary 90 Day Visit Maintenance Policy \(PDF\)](#) on the HHS EVV webpage. The policy:

- Is effective on Jan. 1, 2021.
- Applies to all program providers, financial management services agencies and Consumer Directed Services employers required to use EVV.
- Allows 90 days to complete visit maintenance, instead of the standard 60 days, for visits with dates of service from Jan. 1, 2021–March 31, 2021.
- Gives Cures Act program providers, FMSAs and CDS employers required to use EVV beginning Jan. 1, 2021, more time to familiarize themselves with the EVV system and the visit maintenance process.

As a reminder, program providers currently required to use EVV have 180 days to complete visit maintenance for visits with dates of service from March 21, 2020–Dec. 31, 2020, as described in the [Temporary EVV Policies for COVID-19 \(PDF\)](#).

Contact your payer with policy questions or [email HHSC EVV](#).

12/30/20: EVV Proprietary System Registration Ends Jan. 11, 2021

Program providers and financial management services agencies that want to use an Electronic Visit Verification proprietary system have until Jan. 11, 2021, to register for an opportunity to get HHSC approval in 2021. To register, complete the [EVV Proprietary System Request Form \(PDF\)](#) and submit the form [by email to TMHP](#).

HHSC will allow up to six program providers and FMSAs to register for the Readiness Review session below. A program provider or FMSA must have a developed and compliant proprietary system which meets all HHSC requirements by the Readiness Review begin date.

Readiness Review Session 2

- Registration cutoff date: **Jan. 11, 2021**
- Planning meeting with registered providers and FMSAs: **Jan. 19, 2021**
- Connectivity Checkpoint with Texas Medicaid and Healthcare Partnership: **May 17, 2021**
- Readiness Review begin date: **May 31, 2021**
- System go-live date: **Aug. 27, 2021**

Visit the [TMHP EVV Proprietary Systems](#) website for more information about HHSC's requirements for using an EVV proprietary system and the Readiness Review session.

[Email HHSC EVV for policy questions.](#)